

# Client Services

Ref. No.	Function Description	Retention Action	Examples of Records	Notes
<b>Case Management</b>				
<b>"Looked after" children</b>				
3.1	Systems, which manage children, looked after by the local authority, in summary form	<b>Permanent. Offer to Archivist.</b> Transfer to place of deposit after administrative use is concluded	<ul style="list-style-type: none"> <li>• Children's home register</li> </ul>	Common practice Closed for 50 years
3.2	Process involving individual case management of children looked after by the local authority This includes children and young people: <ol style="list-style-type: none"> <li>1. Adopted via the local authority</li> <li>2. In children's home</li> <li>3. Fostered by local authority</li> <li>4. On custodianship orders</li> <li>5. On residence orders</li> </ol>	<b>Destroy 75</b> years from 18th Birthday	<ul style="list-style-type: none"> <li>• Young persons being looked after files</li> <li>• Looked after children client files</li> <li>• Residential care children's file</li> <li>• Adoption files</li> <li>• Privately fostered children's file</li> <li>• Guardian CAFCASS files</li> <li>• Guardian ad litem</li> </ul>	Common practice, Statutory basis
3.3	Children and young people subject to supervision orders	<b>Destroy 21</b> years from DOB		

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3.4	Process involved in checking the suitability of people to become adoptive parents or foster carers	<b>Destroy 25</b> years from closure	<ul style="list-style-type: none"> <li>• Adoptive parent counselling files</li> <li>• Approved adopters</li> </ul>	Common practice
3.5	Process involving individual case management of families or adults who have fostered children in their care <b>Note:</b> Foster care financial files see <b>Financial management</b>	<b>35</b> years after carer has ceased to foster	<ul style="list-style-type: none"> <li>• Foster carer files</li> <li>• Supported lodging files</li> </ul>	Common practice
<b>Child Protection</b>				
3.6	Process involving summary case management of children under the protection of local authority.	<b>Permanent. Offer to Archivist.</b> Transfer to place of deposit after administrative use is concluded	<ul style="list-style-type: none"> <li>• Child Protection Register</li> </ul>	Common practice closed for 70 years
3.7	Process involving summary case management of adults convicted of Schedule 1 offences	<b>Permanent. Offer to Archivist.</b> Transfer to place of deposit after administrative use is concluded	<ul style="list-style-type: none"> <li>• Schedule 1 offenders</li> </ul>	Common practice closed for 70 years

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3.8	Process involving individual case assessment, investigation, registration, and management of children involved in child protection: a) investigated, conferenced and registered b) core assessment c) investigated but not conferenced and registered	Destroy <b>35</b> years from closure	<ul style="list-style-type: none"> <li>• Child protection case files which have                             <ul style="list-style-type: none"> <li>a) Conference minutes</li> <li>b) Core assessment</li> <li>c) Investigation</li> <li>d) Registration</li> </ul> </li> </ul>	Common practice
3.9	Process involving individual cases involving initial assessment and provision of advice in regards child protection  <b>Case management - Children's Services – General</b>	Destroy <b>5</b> years from closure	<ul style="list-style-type: none"> <li>• Child protection files                             <ul style="list-style-type: none"> <li>a) Initial assessment</li> <li>b) Advice only</li> </ul> </li> </ul>	Common practice
3.10	Children in need (who have not been adopted or looked after and who have not been the subject of a child protection inquiry)	Destroy <b>10</b> years from closure		Common practice

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3.11	Process involving individual case management of services or support to unaccompanied minors (eg Asylum Seekers) if not "looked after"	Destroy <b>10</b> years from closure		Common practice
3.12	Process involving individual case management of services or support to youth.	Destroy <b>25</b> years from DOB. Or destroy <b>10</b> years from last contact	<ul style="list-style-type: none"> <li>• Youth Service client files</li> <li>• Youth Justice</li> </ul>	Common practice
	<b>Special Educational Needs</b>			
3.13	Process involving in assessing and providing individual support for children who have need of special education support	<b>Destroy 35</b> years from closure	<ul style="list-style-type: none"> <li>• SEN files</li> </ul>	Common practice
	<b>Family Support</b>			
3.14	Process involving individual case management in the provision of support by the local authority to families	<b>7</b> years file closure	<ul style="list-style-type: none"> <li>• Parenting skills</li> <li>• Special education</li> <li>• Attendance records</li> <li>• Project files</li> </ul>	Common practice
3.15	Process involved in assessing a family's suitability in the care of children	<b>25</b> years from DOB of youngest child		Common practice

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	<b>Adult and Elderly Case Files</b>			
3.16	Process involving summary case management of services or support to adults	<b>Permanent. Offer to Archivist.</b> Transfer to place of deposit after administrative use is concluded		Common practice
3.17	Process involving in assessing and providing individual support for people with mental illness	Destroy <b>10</b> years after last contact	<ul style="list-style-type: none"> <li>• Mental Health files</li> </ul>	Common practice
3.18	Process involving in assessing and providing individual support or services for all other people	Destroy <b>6</b> years after last contact	<ul style="list-style-type: none"> <li>• Day service provision</li> <li>• Learning disability</li> <li>• Physical disabilities</li> <li>• Sensory disability</li> <li>• Rehabilitation and discharge</li> <li>• Communication support</li> <li>• Drug and alcohol misuse</li> <li>• Occupational therapy</li> <li>• Home care</li> </ul>	Common practice

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	<b>Admissions and Exclusions</b>			
3.19	Case Files (including appeals)	Destroy <b>25</b> years from last action	<ul style="list-style-type: none"> <li>• Appeal files</li> <li>• Exclusion files</li> </ul>	Common practice
	<b>Programme Management and Development</b>			
3.20	Process involved in development of services or programmes for children	<b>7</b> years from closure		Common practice
3.21	Process involved in provision of services or programmes to support the development of children	<b>25</b> years from closure	<ul style="list-style-type: none"> <li>• Attendance records</li> <li>• Course reports</li> </ul>	Common practice
3.22	Process involved in provision of a services or programmes to support the development of young persons	<b>15</b> years from closure		Common practice
3.23	Process involved in provision of services or programmes to adults	<b>7</b> years from closure		Common practice

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<b>Residential Homes</b>				
3.24	Summary management systems that manage children/adults housed by the local authority	<b>Permanent. Offer to Archivist.</b> Transfer to place of deposit after administrative use is concluded	<ul style="list-style-type: none"> <li>• Children's/adults home Registers</li> <li>• Admissions registers</li> <li>• Discharge registers</li> </ul>	Common practice
3.25	Documents relating to the operation of the establishment	<b>25</b> years from closure of file	<ul style="list-style-type: none"> <li>• Diaries</li> <li>• Rotas</li> <li>• Daily logs</li> <li>• Secure unit records</li> </ul>	Common practice
<b>Housing Provision</b>				
The process of the allocation and management of welfare housing by the local authority and the associated issues of homelessness				
3.26	The registration of individuals housing applications	<b>Permanent. Offer to Archivist.</b>	<ul style="list-style-type: none"> <li>• Council housing register</li> </ul>	Common practice

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3.27	The process for applying for council housing (Unsuccessful applications only, successful applications will generally be placed on the tenancy file)	Destroy <b>7</b> years after closure	<ul style="list-style-type: none"> <li>• Council housing Application forms and supporting material</li> <li>• Application for transfer of tenancy and supporting papers</li> </ul>	Common practice
3.28	The process for managing the tenancy of an individual tenant	Destroy <b>12</b> years after termination of tenancy	<ul style="list-style-type: none"> <li>• Correspondence re tenancy</li> <li>• Tenancy files</li> <li>• Council housing Application forms and supporting material</li> <li>• Application for transfer of tenancy and supporting papers</li> <li>• Application for emergency housing or referral from another agency</li> </ul>	Common practice These may need to be kept for a longer period of time in order to prove that the tenant was actually housed properly by the authority